		Desk Level Operational Unit Policy and Procedure	OR-408: CareNet Referral Follow Up
<b>Original Approval Date:</b>			
<b>Applicable Products</b>		<b>Annual Reviews</b>	<b>Interim Reviews</b>
1. FFS Medicaid	2.	1. mm-dd-yyyy	1. 04-22-2014
3.	4.	2. mm-dd-yyyy	2. mm-dd-yyyy
5.	6.	3. mm-dd-yyyy	3. mm-dd-yyyy
~Most recent revision occurred on 04-22-2014		~Review dates shown only include past 3 years~	

Applicable Service Centers		
<input type="checkbox"/> All Service Centers (or indicate specific sites below)		
1. TUALATIN, OREGON	2.	3.
References		
LOP OR-101 Eligibility	LOP OR-401 Outreach, Consent and Engagement	LOP OR-402 Assessments, Plan of Care, Resource and Referral, Interventions and Activities
LOP OR-403 Unable to Reach	LOP OR-405 Assignment and Reassignment of Clinical Staff	

**POLICY STATEMENT:** Eligible Oregon Health Plan Fee-for-Service (OHP) FFS Eligible clients will attempt to be contacted, in timeframes defined by the contract, based on acuity assignment in response to use of the Care Net Nurse Line. Upon a successful contact, APS Healthcare staff will attempt to engage clients and obtain their consent to participate in the Oregon Health Plan Care Coordination (OHPCC).

**PURPOSE:** This policy defines how APS Healthcare staff will outreach, engage and obtain consent from clients in response to using the CareNet Nurse Advice/Triage Line.


### **DEFINITIONS**

**CARENET:** 24-hour nurse advice/triage line available for all eligible OHPCC Program clients. Contractor provides symptom assessment and triage, urgent and non-urgent care advice, provider and facility referrals, diagnosis or condition explanations, and medication information. Care Net answers the OHPCC 800 number during non-business hours between 8:00 p.m. and 8:00 a.m. During normal business hours, APS Healthcare staff may transfer client's needing assistance to CareNet.

**OUTREACH:** An APS Healthcare staff's attempt to make contact with a client either telephonically or in-person based on the required timeframe, acuity and client's physical location


**CONSENT:** An enrolled client's verbal agreements to engage and receive follow up services from an APS Healthcare Health Coach in any component of the OHPCC Programs (Amendment 6, Section 2.O)

**ENGAGEMENT:** A client is considered engaged when verbal consent is obtained from a client to work with an APS Healthcare staff

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## **PROCEDURE**

- I. CareNet Triage report
  - A. The CareNet Line will send daily a summary of triaged calls electronically to APS Healthcare
- II. Case Assignment (Amendment 6, Section 1.C.)
  - A. APS Healthcare will review the summary of triaged calls each business day and may assign to an APS Healthcare staff member for follow up and program outreach (See LOP OR-405 Assignment and Reassignment of Clinical Staff).
  - B. In the event of assignment, an activity for follow up is created in the client's record in C3 according to the date parameters established by the assigner
  - C. The summary report is attached to the client record
  - D. In the event that 911 EMS was activated an APS Healthcare Clinical Staff member will be assigned for follow up and program outreach
- III. Follow Up (Amendment 6, Section 1.D.)
  - A. The assigned staff member will follow up with the client within 72 hours (See LOP OR-401 Outreach, Consent and Engagement) from receipt of the assignment
  - B. The staff member will make three outreach attempts (See LOP OR-401 Outreach, Consent and Engagement) to contact the client and follow up with appropriate staff resources and enroll in Oregon Health Plan Care Coordination (OHPCC) program
  - C. Should all three program outreach attempts be completed as unsuccessful, the staff member will adjust the episode as follows
    - Acuity 0-3:
      - A. Episode remains open, level of care (LOC) is adjusted to low-unable to reach, acuity is set to 0, an unable to reach letter is requested under mailings, all activities are closed and staff unassigned
    - Acuity 4-5:
      - A. Episode remains open, level of care (LOC) is adjusted to low-unable to reach, acuity will remain 4 or 5, an unable to reach letter is requested under mailings
      - B. Staff member will create a 91-day follow up activity to complete an additional outreach attempt to the client. If the attempt is unsuccessful, the acuity will be adjusted to 0, all activities are closed and staff unassigned.

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## **MONITORING**

- I. Call Volume Report provided by Triage Contractor (see OR-201.1)
  - A. Call Center performance
  - B. 24/7 coverage
- II. Referral and Follow up Report provided by Triage Contractor Daily
  - A. Follow-up with Client: < 72 hours from time of initial call
- III. Referral Report
  - A. List of all Cases and date of initial call for review of assignment

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Last Approved On: 4-22-14
Approved By: John R. DiPalma Title: Executive Director